



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #10-124-OPE

(This Policy Bulletin Obsoletes PB #09-128-OPE)

RENTAL ASSISTANCE UNIT REFERRAL PROCESS

Date: December 9, 2010	Sub-Topic(s): Preparation of RAU packet
<p> This procedure can now be accessed on the FIAWeb.</p> <p>For information on accessing the HRA OneViewer refer to PB #10-103-SYS.</p> <p>For details on scanning and indexing documents please refer to TM #03-06.</p>	<p>The purpose of this Policy Bulletin is to inform all staff at Job Centers, the Homeless Diversion Unit (HDU), and the Rental Assistance Unit (RAU) the following:</p> <ul style="list-style-type: none"> • POS allows the creation of an RAU packet as a single document in the HRA OneViewer. • forms required for the RAU packet have been revised. <p>All staff must scan, image, and index the following as part of the RAU packet:</p> <ul style="list-style-type: none"> • A completed Request to Pay Rent Arrears in Excess of Cash Assistance Maximum Shelter Allowance (W-146E) form, including proof of the third party's income, if appropriate. • A completed Rental Assistance Unit (RAU) Case Documentation Transmittal (W-153P). • A completed Rental Assistance Unit Applicant/Participant Data Sheet (W-153R). • A completed History Sheet (W-25). • Up-to-date documented proof of the arrears in the form of monthly billing statements, breakdowns, landlord notices, receipts, and/or similar documents. • A lease and landlord's proof of ownership if the documentation of the arrears is unofficial, suspect, or not corroborated by documented legal action. • Pertinent legal documents such as notices, petitions, stipulations, and orders. • If the case has a hardship situation, proof of the hardship. • Verification of income and resources, if applicable.

HAVE QUESTIONS ABOUT THIS PROCEDURE?

Call 718-557-1313 then press 3 at the prompt followed by 1 or send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

Please refer to **Attachment A** for a step-by-step description with screenshots showing the appearance of scanned images and illustrating how to index all RAU forms and documentation into the HRA OneViewer as a single RAU Packet.

Form Revisions

Form **W-25** was revised to incorporate the following details:

- Update the Human Resources Administration's logo.

Form **W-153R** has been revised to incorporate the following details:

- Current Telephone.
- A section listing New Apartment Expenses.
- Addition to "**At Risk**" question to allow for applicant to describe SSI or SSD disability, if applicable.
- A section for JOS/Worker and Supervisory signatures.

Form **W-153P** has been revised to incorporate the following details:

- Broker's License.
- Lease.
- Voucher signed by landlord.

RAU Referral Mailbox

RAU has a mailbox in outlook, labeled "**FIA RAU**". Effective immediately, FIA Job Center supervisory level or higher staff and HDU staff must notify RAU via email when a RAU packet has been scanned and indexed.

The email must contain the following information:

- Center number
- Group/Section number
- Supervisor's name
- Case Name
- Case Number
- RAU Packet Date
- Whether or not the request is an emergency.

After the RAU packet has been properly received, the request for assistance will be processed by the RAU and a determination is made.

Approval Process of Requests for Rental Assistance

When the request is approved, the RAU Supervisor must give final authorization on the case. Once the request is approved, the Notice of Approval of the Request to the Rental Assistance Unit (**W-153Q**) is completed by the RAU and is communicated to the Job Centers via RADMS.

Denial Process of Requests for Rental Assistance

When the request is denied, the Notice of Denial of the Request to the Rental Assistance Unit (**W-153T**) is completed by the RAU and is communicated to the Job Centers via RADMS.

Note: The JOS/Worker must not utilize the **W-153Q** or **W-153T** to notify the applicant/participant of the agency's decision on his/her request for rental assistance except in an emergency situation, in which the applicant/participant is required to provide proof of assistance to the court. Instead, the applicant/participant should be sent the Notice of Decision on Assistance to Meet an Immediate Need or Special Allowance [For Applicants Only] (**W-145HH**) or Action Taken on Your Request for Emergency Assistance or Additional Allowance (For Participants Only) (**W-137B**) as appropriate.

Job Center Directors, HDU and the Rental Assistance Unit (RAU) staff must ensure that all previous versions of these forms are recycled.

Samples of the revised forms are attached.


Related Items:

[PB #10-103-SYS](#)

[TM #03-06](#)

Attachments:

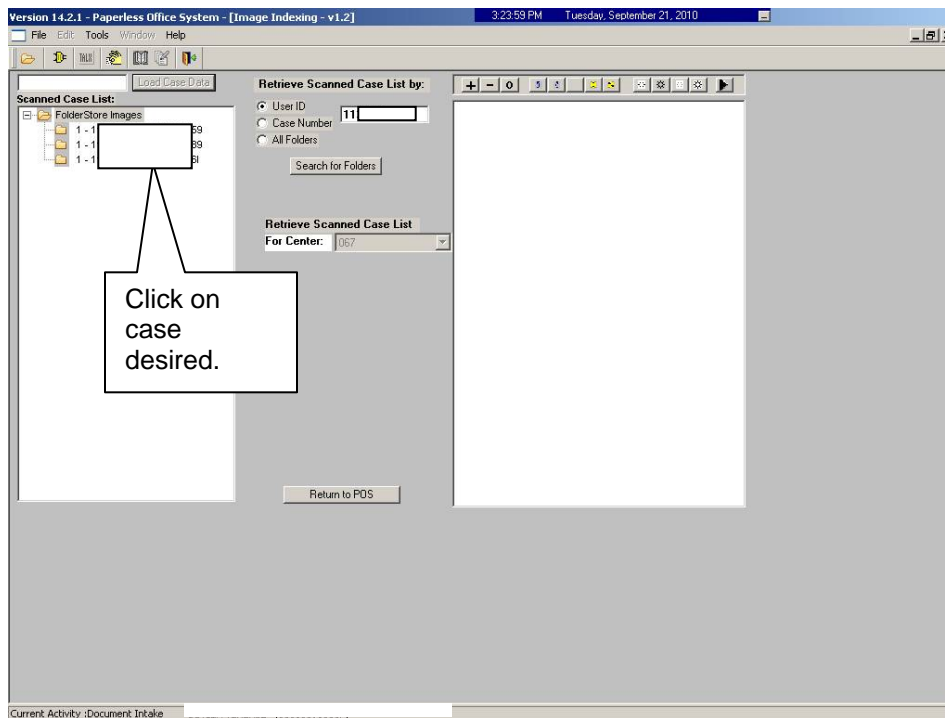
Attachment A	Preparation of RAU Packet
W-25	History Sheet (Rev. 12/9/10)
W-146E	Request to Pay Rent Arrears in Excess of Cash Assistance Maximum Shelter Allowance (Rev. 12/3/09)
W-153P	Rental Assistance Unit (RAU) Case Documentation Transmittal (Rev. 12/9/10)
W-153Q	Notice of Approval of the Request to the Rental Assistance Unit (Rev. 12/3/09)
W-153R	Rental Assistance Unit Applicant/Participant Data Sheet (Rev. 12/9/10)
W-153T	Notice of Denial of the Request to the Rental Assistance Unit (Rev. 12/3/09)

 Please use Print Demand to obtain on copies of forms.

After successfully scanning the documents, the images captured will be electronically stored in a folder associated with the proper case number. In the Paperless Office System (POS), the JOS/Worker must index the scanned documents. To do so the JOS/Worker must:

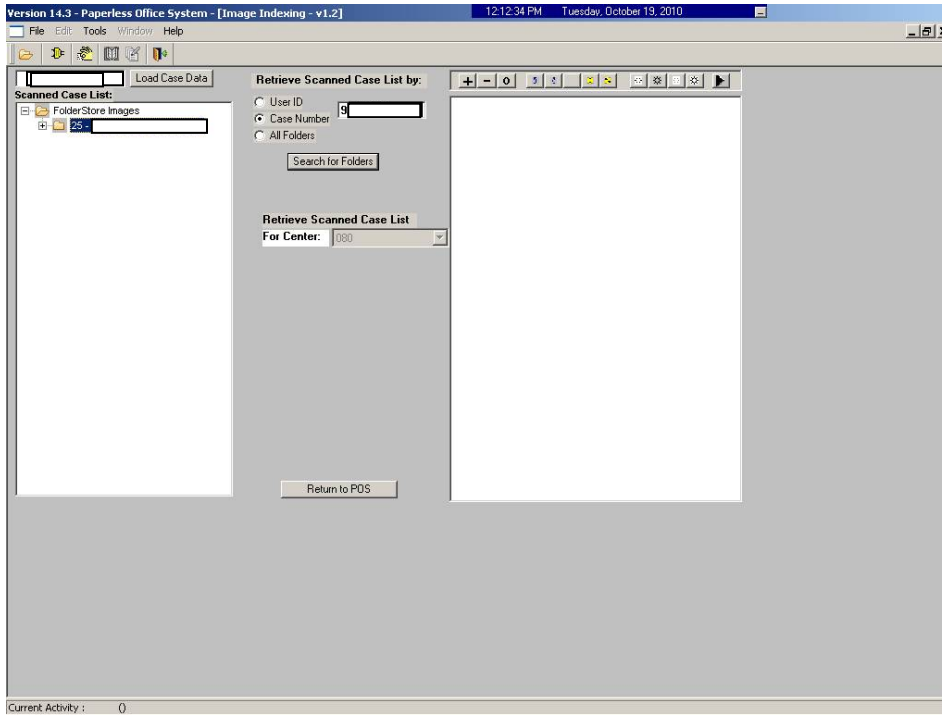
- Select **Tools** from the menu bar in POS.
- Select **Digital Sender Image Indexing**.

POS will then access the **Image Indexing** application.



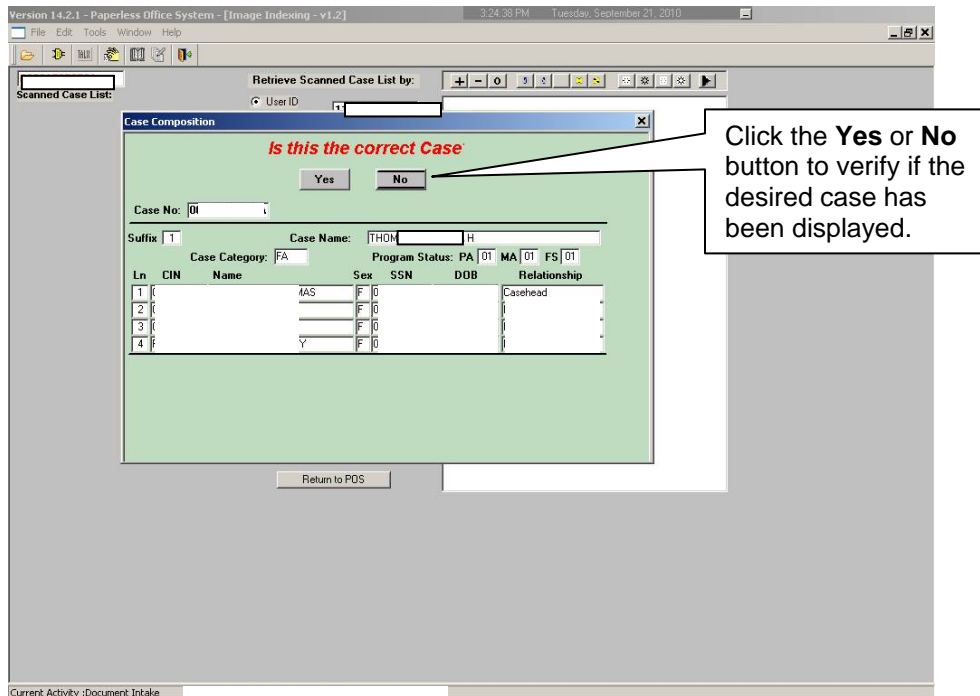
After a successful search is completed, a list of scanned cases associated with the **UserID** will appear in the **Scanned Case List:** field. To select a particular case the JOS/Worker must:

- Click on the desired case.



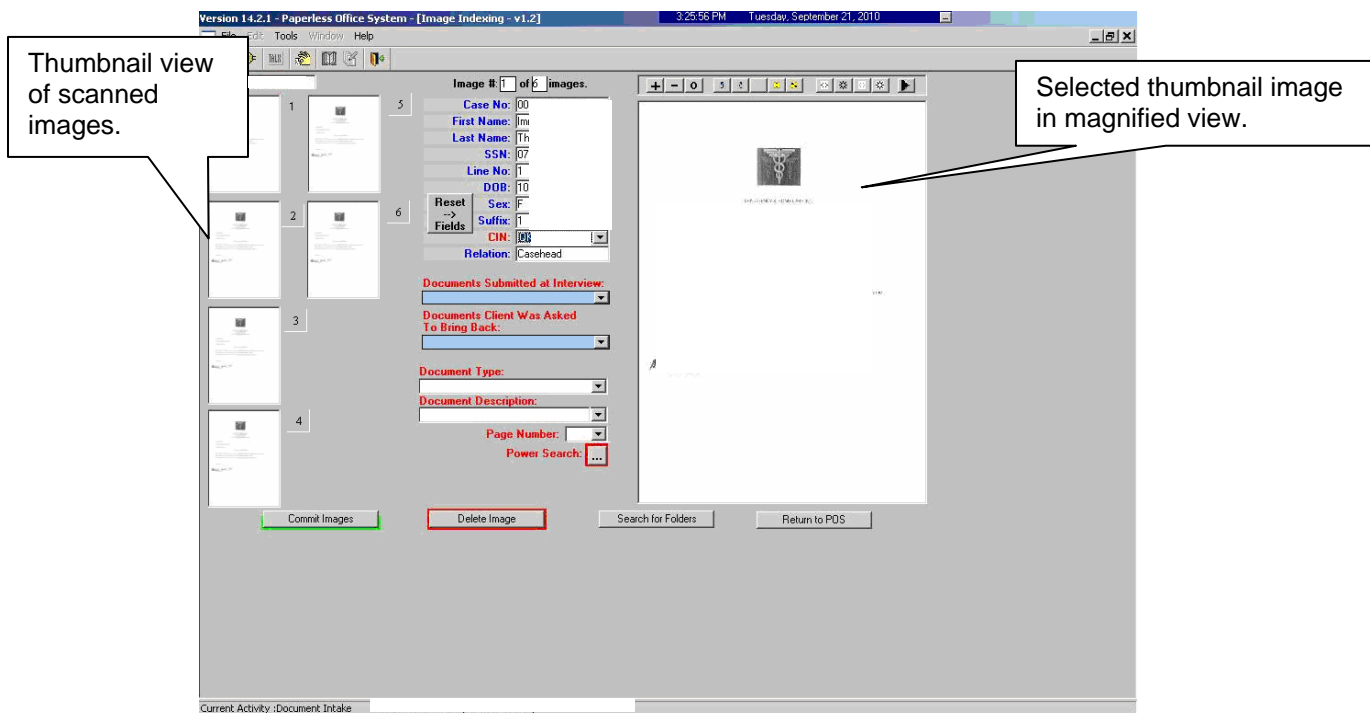
The case number selected will populate the **Load Case Data** field.

- Click **Load Case Data** button.



After the JOS/Worker clicks on the **Load Case Data** button, the **Case Composition** screen appears with information pertinent to the case.

- If the information in the pop-up box is incorrect, select **“No”** and the application will take you back to the **Image Indexing** screen to reenter the correct **Case Number** in the **Load Case Data** field.
- If the **Case Number** and **Case Name** in the pop-up box are correct, select **“Yes”** to proceed to the **“Digital Index Imaging Screen.”**



POS displays all the images that were scanned by the JOS/Worker in a thumbnail view. If there are more than eight images, a scroll bar will appear that will allow the JOS/Worker to view/access additional thumbnail images.

On the far right side is a magnified view of the document thumbnail selected. The JOS/Worker can view any of the images in magnified view by clicking on the thumbnail of the scanned document. At the top of this area, there is a Tool Bar, which is utilized to change the appearance of the selected image.

The JOS/Worker must verify that all documents that are to become part of the image have been scanned properly. If a document was incorrectly scanned or inadvertently added, it can be selected, deleted, and/or re-scanned.

Combining Images

Version 14.3 - Paperless Office System - [Image Indexing - v1.2] 12:20:15 PM

File Edit Tools Window Help

Image # 5 of 25 images.

Case No:
First Name:
Last Name:
SSN:
Line No:
DOB: 00/00/0000
Reset
Fields
Sec:
Suffix:
Relation:

Documents Submitted at Interview:
Documents Client Was Asked To Bring Back:

Document Type:
RAU
Document Description:
RAU Packet

Page Number: 1
Power Search: ...

Commit Image
Delete Image
Search for Folders
Return to POS

Press and hold **CTRL** key and click on the images to include in the RAU packet.

Select **RAU Packet** from **Document Description** drop-down menu.

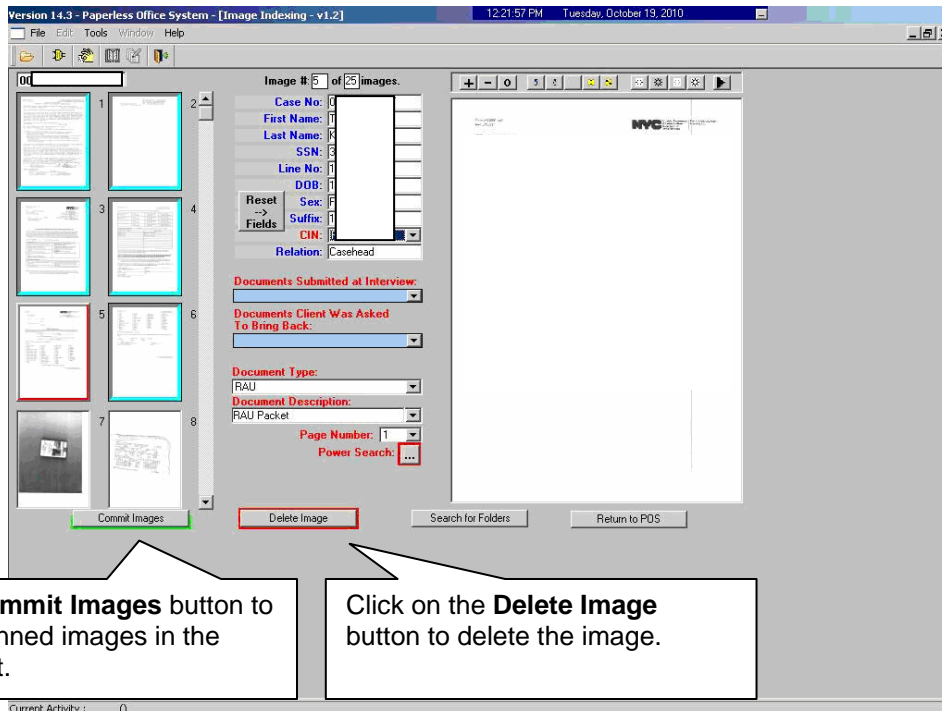
Select **RAU** from **Document Type** drop-down menu.

Current Activity : ()

To combine scanned images to be included in the packet, press and hold the **CRTL** key and click on the individual images. Images selected are illuminated with a blue border. The image displayed in the normal viewer is illuminated in red.

To properly label and classify the scanned documents the JOS/Worker must:

- Select **RAU** from the **Document Type** drop-down menu.
- Select **RAU Packet** from the **Document Description** drop-down menu.

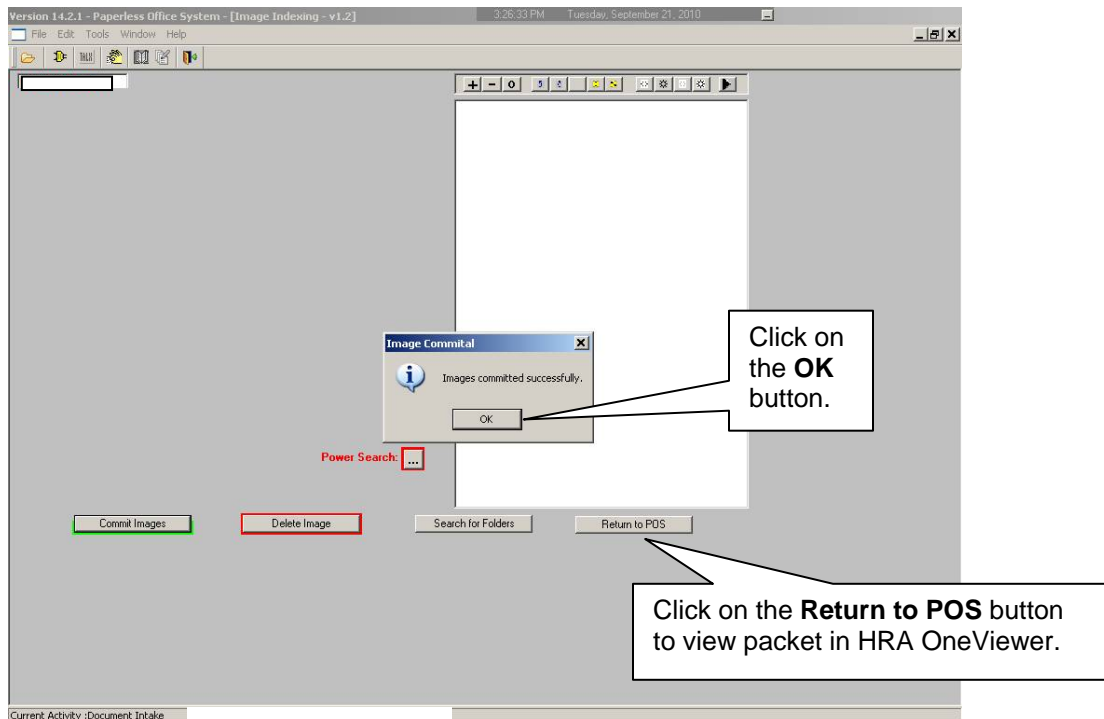


Once the JOS/Worker has selected all the images that are to be indexed and the required fields have been populated with information, the JOS/Worker can commit the images. To commit the images:

- Click on the **Commit Images** button to include scanned images in the RAU packet.

If an image should be deleted from the folder, the JOS/Worker must:

- Click on the thumbnail image.
- Click on the **Delete Image** button.



When the images have been successfully combined into the RAU packet, an **Image Committed** information window will appear with the message “**Images committed successfully**”. The JOS/Worker must:

- Click the **OK** button.

To exit the **Image Indexing** application:

- Click on the **Return to POS** button; or
- Go to **File** and select **Close**.

History Sheet

Case Name	Address	Case Type/Case No./Suf.
		Page No.
Date		

SAMPLE

Date: _____
Case Number: _____
Case Name: _____

Request to Pay Rent Arrears in Excess of Cash Assistance Maximum Shelter Allowance

I, _____, am requesting assistance to pay rent arrears to avoid eviction.
(Name)

I understand that my rent is in excess of the cash assistance maximum shelter allowance for my household size. I understand that in order to have this request approved, I must provide documentation showing how future rent payments will be made, including a statement from a third party who will help me pay my rent.

I understand that the rent arrears payment will be made in the form of a check made payable to my landlord.

If any of the rent arrears advanced to me duplicates assistance previously given to me by the Human Resources Administration, I agree to the recoupment of such portion of the arrears payment.

Applicant/Participant's Signature: _____ Date: _____

Agreement by Third Party to Pay Excess Rent

I, _____, affirm that:
(Name)

I agree to pay the excess rent in the amount of \$ _____ for the apartment occupied
by _____ at _____,
(Applicant/Participant's Name) (Applicant/Participant's Address)

effective _____. The payment will be made directly to the:

- aforementioned applicant/participant
- landlord (name and address):

My income, indicated below, is sufficient to meet all of my expenses as well as the excess rent payment.

My monthly household income is: _____ My shelter expense is: _____

The proof of income I am submitting is:

- Pay stubs, W-2 form and/or letter from employer on employer's stationery from:

_____ (Employer's Name and Address)

- Proof of other income/source:

My relationship to the applicant/participant is: _____

My address is: _____

The above information is true and correct.

Signature: _____ Date: _____

Date: _____
Case Number: _____
Case Name: _____
Originating Center: _____

Rental Assistance Unit (RAU) Case Documentation Transmittal

The Family Independence Administration (FIA) requires that all submissions to the RAU be accompanied by relevant documentation.

Documentation attached (check all that apply):

- Court-ordered Stipulation with LT/Index Number
- Notice of Petition
- Petition
- Notice of Motion
- Order to Show Cause
- Breakdown of rent arrears by landlord
- Letter from nonprofit organization on official letterhead stating contribution toward arrears
- Copy of money order if tenant claims that he/she has money to contribute toward arrears
- "Third-party" verification if tenant states that he/she has family or friends to assist with arrears and/or ongoing rent (**Form W-146E**)
- Income verification (such as paystubs, award letters, and UIB, etc.)
- Resources (such as bank accounts, pensions, 401Ks, and IRAs)
- Medical documentation
- Broker's License
- Lease
- Voucher Signed by Landlord
- Unforeseen emergency

Describe and document: _____

Other: _____

JOS/Worker: _____
(print name)

AJOSII/HDU-AJOSI: _____
(print name)

(signature)

Telephone: _____ Fax: _____

Date: _____
Case Name: _____
Case Number: _____
Center Number: _____
Attention: _____
c.c: _____

Notice of Approval of the Request to the Rental Assistance Unit
Rent arrears checks are to be issued direct vendor only.

The request for the specific need checked below has been approved. We agree to pay \$ _____ provided that the case is in active status or otherwise eligible for assistance. See below for the reason for approval:

Requested Action:

Specific Need:

<input type="checkbox"/> Special Grant	<input type="checkbox"/> Applicant Arrears Amt. _____	Period _____
<input type="checkbox"/> FEPS Arrears Only	<input type="checkbox"/> Participant Arrears Amt. _____	Period _____
<input type="checkbox"/> FEPS Relocation	<input type="checkbox"/> Rent, Security Amt. _____	Period _____
<input type="checkbox"/> FEPS other (specify) _____	<input type="checkbox"/> Rent, Security, Broker's Amt. _____	Period _____
	<input type="checkbox"/> Moving fees _____	
	<input type="checkbox"/> Other (specify) _____	

SAMPLE

L&T Number: _____ Verified: Yes No

Explain: _____

Reasons for Approval (Check all that apply)	
<input type="checkbox"/> Affordable housing	<input type="checkbox"/> EARP
<input type="checkbox"/> NYCHA	<input type="checkbox"/> State FEPS eligible
<input type="checkbox"/> HPD	<input type="checkbox"/> ACS Housing Subsidy eligible
<input type="checkbox"/> Section 8	<input type="checkbox"/> Special factors/circumstances considered in determining eligibility
<input type="checkbox"/> SCRIE	<input type="checkbox"/> Disability
<input type="checkbox"/> Other (specify) _____	<input type="checkbox"/> Elderly
<input type="checkbox"/> Sufficient income to pay future rent	<input type="checkbox"/> Dependent Children
<input type="checkbox"/> Arrears are reasonable based on circumstances presented	<input type="checkbox"/> APS
<input type="checkbox"/> Permanent housing for the homeless	<input type="checkbox"/> Other (specify) _____
Approval conditions _____	

Rental Assistance Unit Applicant/Participant Data Sheet

Case Number: _____ Originating Center: _____
 Case Name: _____
 Address: _____ Prepared by: _____
 _____ Reviewed by (AJOS II/HDU-AJOS I): _____
 _____ Unit: _____
 Current Telephone: _____ Telephone: _____
 Reason for non-payment of rent: _____ Fax Number: _____
 _____ Date sent to RAU: _____

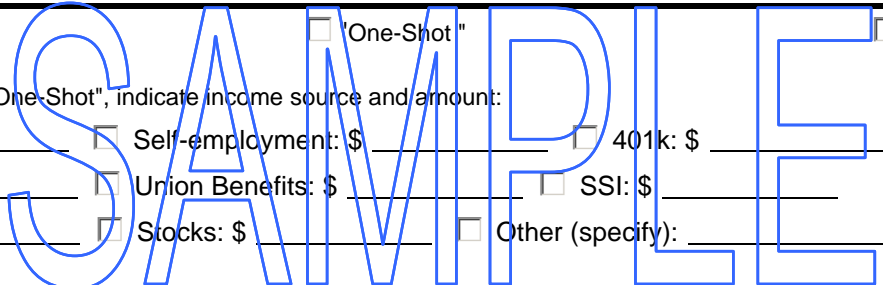
Legal documents? Yes No

(Note: All documents must be scanned into the case record.)

Applicant "One-Shot" Participant

If applicant requests "One-Shot", indicate income source and amount:

UIB: \$ _____ Self-employment: \$ _____ 401k: \$ _____
 SSA: \$ _____ Union Benefits: \$ _____ SSI: \$ _____
 Pension: \$ _____ Stocks: \$ _____ Other (specify): _____



Household Composition Number of Adults: _____ Ages: _____
Number of Children: _____ Ages: _____

Are there "at risk" factors involved with this case?

If Yes, details: If SSI or SSD, describe the disability: _____

Arrearage

Arrears Requested: _____
 Excess Rent: _____
 Recoupable Rent: _____
 CA Level: _____
 Non-Recoupable Rent: _____
 Period(s): _____
 Other fees (legal fees, marshal's fees, etc.): _____

Rent

Restricted: Yes No
 Date of Restriction: _____
 Actual Rent: _____
 Excess Rent: _____
 Mortgage Arrears Situation (see page 2): Yes No

Mortgage Arrears Situation

When was property purchased? _____

Purchase price? _____

Terms of mortgage _____

2nd/3rd mortgage: _____

Equity in home? Yes No

If Yes, amount? _____

Income producing property? Yes No

If Yes, amount? _____

How was home afforded? _____

Down payment? _____

Mortgage holders? _____

How will mortgage be paid in the future? _____

Foreclosure action? _____

New Apartment Expenses

First month's rent _____ Broker's fee _____ Security Deposit Voucher _____

Third-Party Donor Past New

Name: _____

Shelter Expenses: _____

Address: _____

Income/Wages: _____

Contribution: _____

SAMPLE

Has the applicant/participant requested exception to policy within the past twelve months/prior twelve months?

If Yes, date(s): _____

Details: _____

Can the applicant/participant be referred for Legal Aid services? Yes No

JOS/Worker: _____

(print name)

AJOSII/HDU-AJOSI: _____

(print name)

(signature)

Telephone: _____

Fax: _____

Date: _____
Case Name: _____
Case Number: _____
Center Number: _____
Attention: _____
c.c: _____

Notice of Denial of the Request to the Rental Assistance Unit

Amount Denied: \$ _____

Periods: _____

Check the request for the specific need below:

Requested Action:

- Special Grant
- FEPS Arrears Only
- FEPS Relocation
- FEPS other (specify) _____

Specific Need:

- Applicant Arrears
- Participant Arrears
- Rent, Security
- Rent, Security, Brokers Fee
- Moving Fees
- Other (specify) _____

SAMPLE

L&T Number: _____

Check the reasons for denial below:

Reasons for Denial (Check all that apply)	
<input type="checkbox"/> Excessive Arrears	<input type="checkbox"/> No future ability or plan to pay rent
<input type="checkbox"/> Excessive Rent	<input type="checkbox"/> Recidivism
<input type="checkbox"/> Sufficient income to pay past rent	
<input type="checkbox"/> Other (specify) _____	

If new information becomes available, this decision can be reconsidered.

Please call: _____.

RAU Consultant _____

Date _____